

## Appendix II

### DISCRIMINATION IS AGAINST the LAW

Center for Elders' Independence complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. Center for Elders' Independence does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex.

Center for Elders' Independence provides:

Free aids and services to people with disabilities to communicate effectively with us, such as:

- Qualified sign language interpreters
- Written information in other formats (large print, audio, accessible electronic formats, other formats)

Free language services to people whose primary language is not English, such as:

- Qualified interpreters
- Information written in other languages

If you need these services, contact your PACE Center Director.

If you believe that Center for Elders' Independence has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, you can file a grievance with:

Center for Elders' Independence  
Attn: Compliance Department  
510 - 17th Street  
Oakland, CA 94612

Phone: (510) 433-1150  
TDD/TTY: (510) 433-1165 (for the hearing or  
speech impaired)  
Fax: (510) 452-8836  
E-mail: [CEI-compliance@cei.elders.org](mailto:CEI-compliance@cei.elders.org)

You can file a grievance in person or by mail, fax, or e-mail. If you need help filing a grievance, CEI PACE staff are available to help you.

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights, electronically through the Office for Civil Rights Complaint Portal, available at:

<https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>

Or by mail or phone at:

U.S. Department of Health and Human Services  
200 Independence Avenue, SW Room 509F, HHH Building  
Washington, D.C. 20201

1-800-368-1019, 800-537-7697 (TDD/TTY)

Complaint forms are available at  
<http://www.hhs.gov/ocr/office/file/index.html>

## Appendix III

### LANGUAGE ASSISTANCE SERVICES

ATTENTION: If you speak a language other than English, language assistance services, free of charge, are available to you. Call 1-510-433-1150 (TDD/TTY: 1-510-433-1165).

ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-510-433-1150 (TDD/TTY: 1-510-433-1165).

注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電 1-510-433-1150 (TDD/TTY : 1-510-433-1165)。

CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 1-510-433-1150 (TDD/TTY: 1-510-433-1165).

PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa 1-510-433-1150 (TDD/TTY: 1-510-433-1165).

주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 1-510-433-1150 (TDD/TTY: 1-510-433-1165) 번으로 전화해 주십시오.